

Flynn, Eileen

From: Jim and Sue Pedersen <[REDACTED]>
Sent: Monday, March 16, 2015 11:01 PM
To: HSTestimony
Subject: Bill 6765: An Act Concerning Interpreter Qualifications (Please do not publicize our email addy. Thank you)

Co-Chairpersons Senator Beth Bye and Rep. Toni E. Walker and the Appropriate Committee Members,

Thank you for giving us an opportunity to email you in favor of Raising Bill #6765: Title: AN ACT CONCERNING INTERPRETER QUALIFICATIONS.

We do not know why the original section of establishing the standard board is missing from the bill...

Who will monitor the registered interpreters if anyone complains about them? **Department of Rehabilitation Services (DORS) has no authority to investigate because it has its own pool of state-hired interpreters, and should be maintained neutral or unbiased. They cannot control the other interpreting agencies that operate in the state or out-of-the state.**

Where or whom should we and the other deaf, deaf blind and hard of hearing citizens file the complaints about any problems or issues of the vendors who do not comply to the Americans with Disabilities or poor quality of interpreting?

American with Disabilities Act (ADA) states that any request of a citizen with disability for effective communication should be honored. If we filed the complaints with Federal Department of Justice, it would take some years to find whether the complaints are valid or not. We prefer to contact the state level instead.

Prior his hip replacement surgery some years ago, James was not happy with the video remote interpreter beaming from another state into the hospital TV because of different or regional medical signs (just like your accents). He misunderstood when this out-of-state sign language interpreter abbreviated the living will into "LW". Luckily he caught it, and understood immediately but he wondered if other deaf people do not understand "LW" or do not know its definition. This hospital refuses to call for live sign language interpreters. These deaf patients have been frustrated with this issue.

Sue is currently very happy with the hospital care and short recovery from her knee replacement surgery done last month at St Francis Hospital in Hartford because of better communication. This hospital staff is willing to hire any **live** sign language interpreters at the deaf patients' requests. Other hospitals in Connecticut insist that any deaf patient is served with video remote interpreting services to save money. To whom should they complain about the uncooperative hospital staff who do not honor or respect their communication requests according to ADA??

Please consider in adding a new language and funding to the Raising bill # 6765 to have the standard board to make the state law enforcement more effective for deaf, deaf blind and hard of hearing consumers.

Thank you

James and Susan Pedersen of West Hartford